



Analysis of Patient Satisfaction at Dental and Oral Hospital of Jember University in 2022

Naufal Zidan Arighi¹, Hestieyonini Hadnyanawati², and Ari Tri Wanodyo Handayani³

¹Undergraduate Student, Faculty of Dentistry, University of Jember, East Java, Indonesia

²Lecturer, Department of Public Health Dentistry, University of Jember, East Java, Indonesia

³Lecturer, Department of Public Health Dentistry, University of Jember, East Java, Indonesia

Abstract: Health providers are required to give high quality health services for patients in order to establish a good patient satisfaction. A measurement with different aspects and methods is needed to describe and analyze patient satisfaction in more details at Dental and Oral Hospital of Jember University in 2022. This study used the Patient Satisfaction Questionnaire 2017 (KKP-2017) as an instrument to conduct the analysis of patient satisfaction. Research was conducted on primary data obtained from 100 respondents. The research consisted of several phase, which are determining research subjects using the purposive sampling method based on inclusion & exclusion criteria, then research subjects filled the KKP-2017 questionnaire consisting of 25 questionnaire items with five Likert scale answer choice. The analysis phase will be carried out based on calculation of average point of each questionnaire item and the final patient satisfaction score will represents the population assessment. The average of patient satisfaction result based on the satisfaction aspect shows a good category except for the physical environment aspect of general patients which are still classified as "Less". The results of calculation based on KKP-2017 shows satisfaction score of BPJS patients namely 82.06 (Moderate), general patients is 83.56. Based on the results of analysis, patient satisfaction at RSGM Jember University is relatively good. The overall average of the satisfaction scores obtained is 84.25 which is included in the "High" satisfaction category according to KKP-2017.

Keywords - *Patient satisfaction, health services, hospital, dental and oral hospital*

I. INTRODUCTION

Healthcare is considered as one of the human rights and every citizen has the right to receive optimal health services according to their needs regardless of their economic status. Health services have a direct impact on society where citizen tend to demand a better, hospitable, and higher quality health services. Community's demand for high quality service is not only about the recovery from illness, but also regarding patient satisfaction towards the quality of the entire service including medical services in hospitals.^[1]

Patient satisfaction is described as patient's response towards the discrepancy between patient's expectation and the actual performance they experienced after receiving the service. The patient's point of view sometimes reflects a gap between the expected health service and the service hospital provided for patient. Patient will feel satisfied if the perceived performance is in accordance with the patient's expectations and vice versa. This expectation is able to trigger patient's urge to push health services and its functions, including medical services in

hospitals.^[2] The existence of hospitals as health facilities includes general hospitals and specialized hospitals, one of the specialized hospitals in Indonesia is Dental and Oral Hospital. Dental and Oral Hospital is a healthcare facility which provides dental and oral health services. Dental and Oral Hospital of Jember University is located in Sumbersari Subdistrict, Jember Regency, Indonesia.

Dental and Oral Hospital of Jember University is classified as educational hospital which is used for learning, education, and research for the health profession in dentistry. In order to maintain the quality of health services to meet the expectations of society, the hospital needs a valid method to measure patient satisfaction.^[3] Measurement of patient satisfaction at Dental and Oral Hospital of Jember University in the first 6 months of 2022 uses the Public Service Index based on the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia number 14 in 2017.^[4]

The measuring results from each month are as follows, in January the score is 79.50 (Good); in February the score is 82.7 (Good); in March the score is 87.22 (Good); in April the score is 76.78 (Good); in May the score is 77.47 (Good); and in June the score is 83.45 (Good). The results of patient satisfaction show the "Good" category. However, in April there was a decrease in the patient satisfaction score with a score of 76.78 which has less satisfaction details on service procedures (2.87) and service processing time (2.81). This research uses a different method in measuring patient satisfaction to produce a more in-depth and broader analysis of patient satisfaction. The method is a modified PSQ-18 [Patient Satisfaction Questionnaire] instrument called the Patient Satisfaction Questionnaire-2017 or abbreviated in Indonesian as KKP-2017. Satisfaction aspects in KKP-2017 include interpersonal behavior, professional behavior, access/convenience, finance, and physical environment.^[5]

II. MATERIAL AND METHODS

The method used in this research is descriptive observational. Descriptive observational research is focusing mainly on describing a situation or phenomenon within a community or society. Sample size in this research is calculated using a formula of estimated proportions by Lemeshow with the result is 100 samples (respondent).^[6] Patients who visit Dental and Oral Hospital of Jember University are classified as several types which are Social Security Agency on Health patients (BPJS), general patients, and co-ass student patients. Modified Patient Satisfaction Questionnaire 2017 or KKP-2017 is a valid and reliable measure of patient satisfaction.

Final data from the KKP-2017 were obtained from a qualitative measurement of the patient's opinion on the experience after receiving health services. KKP-2017 examines five elements of patient satisfaction, including; interpersonal behavior, professional behavior, access/convenience, finance, and physical environment. KKP-2017 score assessment will be calculated based on a Likert scale, which is modified into five answer choices, namely: score 1 for strongly disagree (STS), score 2 for disagree (TS), score 3 for neutral (N), score 4 for agree (S), and a score of 5 for strongly agree (SS).

Sampling uses a purposive sampling method with due regard to specific characteristics and certain criteria selected by the authors. [7] The subjects used in this study had to meet the inclusion criteria, namely patients at Dental and Oral Hospital of Jember University which are 17 years old and older, and patients are willing to be research respondents. Exclusion criteria that must be excluded in determining respondents are patients from integration clinics, namely orthodontic clinics and pedodontic clinics, as well as special patients with mental retardation.

Patient Satisfaction Questionnaire 2017 (KKP-2017) consists of favorable (F) and unfavorable (UF) items. Favorable items (F) have a value which if respondent choose more Agree, the greater the value given. Meanwhile, unfavorable items (UF) have a value if respondent choose more Disagree, the greater the value given. Score calculation is done by determining the average for each of the questionnaire items (25 items), then the average which represents the overall population will be summed up to produce the final score and satisfaction category based on KKP-2017. Categorization and interval values used in assessing the five satisfaction aspects in KKP-2017 are shown in the following table:

Category	Score
Very Low	$X < 51$
Low	$51 < X < 67$
Moderate	$67 < X < 83$
High	$83 < X < 99$
Very High	$99 < X$

Interval value in KKP-2017 is described as below:

- a. $X < 51 =$ Very Low, which means the performance of health services is very bad therefore patients are very unsatisfied with the services provided.
- b. $51 < X < 67 =$ Low, which means the performance of health services is bad therefore patients are unsatisfied with the services provided.
- c. $67 < X < 83 =$ Moderate, which means the performance of health services is quite good therefore patients are quite satisfied with the services provided.
- d. $83 < X < 99 =$ High, which means the performance of health services is good therefore patients are satisfied with the services provided.
- e. $99 < X =$ Very High, which means the performance of health services is very good therefore patients are very satisfied with the services provided.

Data analysis was carried out descriptively, calculating the percentage of data on each check list of answers that had been filled in from the results of the questionnaire. The check list uses a Likert scale with 5 choices of answer which are adjusted for each satisfaction aspects. The research was carried out after submitting ethical clearance to the Ethics Committee from Faculty of Dentistry in Jember University and obtaining approval from the faculty and the Dental and Oral Hospital of Jember University which was the research location.

III.RESULTS

Research on analysis of patient satisfaction been conducted during September - December 2022. The research was carried out in stages including the implementation of researchers distributing questionnaires to respondents. In the study, 100 respondents whom are patients at the Dental and Oral Hospital of Jember University were willing to take part in this study with the following results.

Table 4.1 Distribution of respondent's characteristics as patient at Dental and Oral Hospital of Jember University in 2022

Subject Characteristic	Patient Type						Total [n]
	BPJS		General		Co-ass		
	n	%	n	%	n	%	
Gender							
Male	5	38,5	7	38,9	34	49,3	100
Female	8	61,5	11	61,1	35	50,7	
Age							
17-25	4	30,7	3	16,7	17	24,6	100
26-35	4	30,7	2	11,1	4	5,8	
36-45	1	7,7	6	33,3	12	17,4	
> 46	4	30,7	7	38,9	36	52,2	
Education							
High school	7	53,8	5	27,8	27	39,2	100
Associatee's degree/Bachelor	6	46,2	13	72,2	42	60,8	
Employment							
Student	4	30,7	3	16,7	17	24,6	100
Employee/Civil servants	9	69,3	14	77,8	42	60,9	
Unemployed	0	0,00	1	5,6	10	14,5	
Patient status							
Registered	6	46,2	8	44,4	51	73,9	100
New	7	53,8	10	55,6	18	26,1	

Table 4.1 above shows the distribution of respondent's characteristics as patient at Dental and Oral Hospital of Jember University in 2022. The prevalence of co-ass student patient is higher than general patient and BPJS patients. Numbers of BPJS patients are 13 respondents, following general patients with 18 respondents, and co-ass student patients with 69 respondents. Female respondents are more dominant than male respondents. Respondents of BPJS patients, general patients, and co-ass student patients are mostly older than 46 years old. The majority of general patients and co-ass student patients are Diploma or Bachelor graduates and for BPJS patients the majority are high school graduates for their latest educational background. Based on their professional background, the majority of respondents work as salaryman or civil servants. Most of the BPJS patients and general patients have the status of new patients at Dental and Oral Hospital of Jember University and for co-ass student patients, majority of them are already registered as patient.

Table 4.2 Distribution of KKP-2017 questionnaire results based on the frequency of satisfaction

Aspects	Item number	Average		
		BPJS	General	Co-ass
Interpersonal behavior	1	3,44	3,15	3,68
	2	3,28	3,62	3,41
	3	3,39	3,69	3,86
	4	3,17	3,77	3,93
	5	3,17	3,85	3,62
Professional behavior	6	3,33	3,69	3,36
	7	3,39	3,31	3,59
	8	3,00	4,08	3,49
	9	3,11	3,54	3,59
	10	3,44	3,77	3,93
Access/convenience	11	3,28	3,62	3,23
	12	3,33	3,46	3,30
	13	3,56	3,38	3,19
	14	3,17	3,00	3,43
	15	3,17	3,38	3,70
Finance	16	3,44	3,23	3,58
	17	3,17	3,62	3,70
	18	3,22	3,31	3,42
	19	2,22	2,62	3,06
	20	3,78	2,62	3,67
Physical environment	21	3,89	2,77	3,65
	22	3,11	3,00	3,52
	23	3,61	3,23	3,48
	24	2,78	3,00	2,29
	25	3,61	2,85	3,46
Total Average		3,28	3,34	3,49

The following table 4.2 shows the distribution of KKP-2017 questionnaire results based on the frequency of satisfaction. The highest average total of satisfaction was in co-ass student patients which is 3.49, followed by general patients with 3.34 and BPJS patients with 3.28. BPJS patients and general patients have the lowest average score per item on the financial aspect. Co-ass student patient has the lowest average score per item on the physical environment aspect.

Table 4.3 Average distribution and category of patient satisfaction at Dental and Oral Hospital of Jember University in 2022 based on KKP-2017 aspects.

Aspects	BPJS		General		Co-ass	
	Average± SD	Category	Average ± SD	Category	Average ± SD	Category
Interpersonal behavior	3,29 [±1,23]	Good	3,62 [±1,16]	Good	3,70 [±1,20]	Good
Professional behavior	3,26 [±1,26]	Good	3,68 [±1,24]	Good	3,61 [±1,19]	Good
Access/convenience	3,30 [±1,28]	Good	3,37 [±1,31]	Good	3,37 [±1,28]	Good
Finance	3,17 [±1,13]	Good	3,08 [±1,22]	Good	3,48 [±1,18]	Good
Physical environment	3,40 [±1,34]	Good	2,97 [±1,38]	Less	3,28 [±1,30]	Good
SATISFACTION SCORE	82,06 (MODERATE)		83,56 (HIGH)		87,14 (HIGH)	

Based on Table 4.3 regarding the average distribution and category of patient satisfaction at Dental and Oral Hospital of Jember University in 2022 based on KKP-2017 aspects, interpersonal behavior has the highest average of satisfaction which is on co-ass student patients (3.70). The average value of all aspects for every type of patient are categorized as good, except for general patient on physical environment aspect which is still classified as bad (2.97). Based on these data, the calculation result of patient satisfaction score for BPJS patients is 82.06 which is classified as "Moderate" satisfaction. General patient's satisfaction score is 83.56 and the co-ass student patient's score is 87.19 which both are classified as "High" satisfaction according to KKP-2017.

IV.DISCUSSIONS

Based on table 4.1, the number of co-ass student patients in this study was more than general patients and BPJS patients. Implementation of the research was carried out after sorting the patients according to the criteria and the patients were willing to be respondents, the researchers encountered more co-ass student patients who were treated by dentistry co-assistant (co-ass) students at Dental and Oral Hospital of Jember University. A great number of co-ass student patients is probably due to the co-ass students who bring in a lot of patients to fulfill profession learning recruitment with the approval of the supervising lecturers. Meanwhile, a smaller number of general patients and BPJS patients is probably due to the relatively low knowledge of dental and oral health from the general public. Female respondents were more dominant than male respondents on all around BPJS patients, general patients, and co-ass student patients. This is due to differences in views between women and men regarding the importance of aesthetics of teeth, differences in interest regarding cariogenic foods, and the tendency of women to seek dental care earlier. Women tend to pay attention to these things better than men.^[8]

Regarding the age of respondents, majority was above 46 years. This age range is categorized as pre-elderly, which is the transition to old age and followed by a decrease in organ function and the amount of hormones in the body, as well as a decrease in sensory function.^[9] When a person gets older, it can affect their health so that elder people tend to utilize health services more often compared to young people. Most of the elderly are generally more open which make their demands and expectations are usually lower than those of young patients.^[10] Majority of respondents work as salaryman or civil servant. This is likely because salaryman or civil servant generally have a stable career and income which also bring the ease of obtaining health services. Some researchs have stated that patients will use their job/profession as a means to support their rights for health services. Someone who has more than enough income has a high interest in choosing health services. Job/profession factor is one of the social structure components which will influence a person in choosing and utilizing health services in society.^[11]

The educational background of general patients and co-ass student patients were dominated by Associate's degree/Bachelor graduates, while BPJS patients were dominated by respondents with latest educational background of high school graduates with a slight difference. This prevalence is probably due to Associate's degree/Bachelor graduates have a better level of understanding about their body's health. Someone with higher education tends to have extensive knowledge about their health and understands the importance of receiving health services when it's needed, whereas someone with low education lacks good awareness and knowledge about the benefits of health services and tends to have a lower expectations of satisfaction.^[12]

Respondents who have a status as registered patient were mostly found from co-ass student patients, while BPJS patients and general patients were more dominated by new patients. Most of the co-ass student patient visited the Dental and Oral Hospital of Jember University more than once for a control schedule with co-ass students. This is because patients who are treated by co-ass students tend to take longer time for a complete treatment because they have to follow the procedures and educational schedules that are applied at Dental and Oral Hospital of Jember University.^[13]

Based on table 4.2, the lowest item score average for BPJS patients and general patients is on the financial aspect, specifically on item number 19 about patient feels comfortable in managing health insurance administration (eg. BPJS or other health insurance) based on undersatdable informations from hospital. The role of the hospital in providing services such as responding to patients well and friendly will have an impact on patient satisfaction. Responsiveness of officers in conveying information in advance and according to patient needswill make patients feel more comfortable and giving patients a good impression which affect patient's expectation for health services on the hospital.^[14]

Research conducted at GMIM Pancaran Kasih Manado General Hospital showed a result which 89,7% of respondents feels satisfied with the quality of health services, one of which was the responsiveness given by health workers. Responsiveness is the willingness and ability of staff to help patients, respond to their requests kindly, and give them a valid information of when services will be provided, etc.^[15] Patients feel satisfied because patients assume that the responsiveness of health workers is good which states that doctors and staffs are fast and responsive in procedures for treating patients.^[16]

Item with the lowest average score for co-ass student patients is on physical environment aspect, which is item number 24 regarding patient feels uncomfortable with the waiting room chair. Researchers assume that an uncomfortable physical environmental may affect patient satisfaction to be worse and vice versa. Patients who are unsatisfied with the condition of physical environment are caused by the patient's poor perception about cleanliness of the waiting room and the lack availability of seats on the place, cleanliness of toilets, and also treatment rooms. These perceptions indicate that the lack of facilities and a feelling of comfort which experienced by patients can greatly affect patient satisfaction.^[17]

Comfortable feeling while waiting is one of the factors that can influence patient's interest. When patient comes to hospital, it usually takes a long time to queue up for registration, receive treatments from doctor, and then during the process of retrieving medicine starting from the prescription to the pharmaceutical installation until the patient receives it on their hand, all of the process should not take too long so that patient feels comfortable in waiting.^[18]

Based on table 4.3, average value for interpersonal behavior aspect in this study is concluded in good category with the highest average value is on co-ass student patients and the lowest is BPJS patients. This shows that health workers at Dental and Oral Hospital of Jember University are able to build good interpersonal relationships with patients. A good interaction and relationship between the doctor/nurse and the patient can provide benefits such as the doctor is able to understand patient's condition well and the patient will fully trust the doctor. Patients who have a sense of trust will feel comfortable being treated by a doctor and feel confident that the doctor can help solve their health problems.^[19]

In provision of health services, there are two important elements that need attention which are technical medic and interpersonal relationships.^[20] Co-ass student patients who experience a good and quality service will believe in the responsibilities of co-ass students in carrying out treatment at Dental and Oral Hospital of Jember University. Thus, patients will not moving to other hospitals when they need dental and oral treatment. This

shows that service quality has an effect on patient satisfaction and patient satisfaction will directly affect the frequency of patient visitation on the hospital.

The average value for professional behavior aspect is categorized as good with the highest average value is on general patients and the lowest average on BPJS patients. This shows that the majority of respondents were quite satisfied with the professional behavior aspect from doctors and nurses at Dental and Oral Hospital of Jember University. BPJS patients have different procedures and requirements to receive health services, meanwhile general patients pay their own way to get the services. These differences tend to make BPJS patients feel lower than general patients. Research at Muhammadiyah Medan Hospital also shows that some patients with health insurance (like BPJS) have a lower satisfaction compared to general patients. This can be caused by ineffective and inefficient services such as convoluted systems, no clear funding limits, delays in doctor and nurse services, limited medicines and infrastructure, and health workers who pay little attention to patient and family complaints.^[21]

Competent health workers will always be able to provide quality services that can be experienced clearly by patients without any discrimination of services. Professional behavior is an important aspect that has a positive effect on patient satisfaction. Dentists who have a good competence will have good professionalism, self-awareness and self-development, as well as good and effective communication in dealing with patients so that they are able to provide the best treatment for patients.^[22]

Patient tend to feel very satisfied with the reliability and skill of health workers in handling patient's explanation of their sickness. Patient considers the health workers are they who able to provide health services accurately, right on time, and without making mistakes so that patients can trust the abilities and responsibilities of health workers. The attitude given by dentists in dealing with patients and complaints is important in order to make patients feel the competence and capability of dentists to fully handle their health problems. This is what makes patient feel very satisfied with the professional behavior given by the dentists to deal with the dental and oral health problems from patient.^[23]

Access/convenience aspect has an average value of satisfaction in good category with the highest average value is held by both general patients and co-ass student patients and the lowest average value is BPJS patients. This shows that the facilities and access of Dental and Oral Hospital of Jember University are proper quality and make patients feel comfortable. Researchers stated that access and affordability of a healthcare for the community is deeply related to patient satisfaction. Access to healthcare means that hospitals must be accessible to the community, not hindered by geographical, social, economic, organizational and language conditions, length of time and money costs or other physical barriers that may prevent a person from receiving their rights of health services.^[24] Research conducted at the Haji Makassar Hospital stated that the respondents (patients) said the hospital had a good access for community because they felt the distance traveled was not far, the ease of public transportation to reach the hospital, the strategic location of the hospital, and the language used by health workers was easy to understand.^[25]

Convenience is a feeling of comfort perceived by the patients which can lead to patient's trust in the health services and can directly affect patient satisfaction, moreover it may encourage patients to come back for treatment and visitation to the hospital. Factors that affect patient's comfort is the timeliness of service. Patients will be satisfied with the punctuality of health services if the hospital has a proper punctual agreement for treatments, punctual opening and closing times for services, health workers who don't make patients wait too long to receive health services, and punctual staff services in administration.^[26]

The average value for financial aspect in this study is categorized as good with the highest average is on co-ass student patients and the lowest average is general patients. This shows that in general the respondents were quite satisfied with the financial aspects of Dental and Oral Hospital of Jember University. General patients use their personal funds to pay and obtain health services. Cost determines the quality of services provided and highly affects patient satisfaction. Which is the more expensive the costs are, the higher the expectation for patient satisfaction. Patient satisfaction is formed from the patient's assessment of quality, performance, clinical outcomes, and consideration of the costs incurred with the benefits of the healthcare products they received.^[27]

A high quality health services are inseparable from the fees charged to patients to get certain level of quality health services. One of the factors that influence co-ass student patients to have the highest average value is possibly because the costs of treatment are being paid by the co-ass students themselves. Previous research at the Dental and Oral Hospital of Jember University, co-ass student patients were satisfied with the reasonableness and certainty of the fees of treatment. This is because some or all of the service costs incurred by patients are included as the co-ass student's responsibility who treat them so that patients are not charged by expensive fees for treatment.^[28]

Physical environment aspect in this study have an average value which is classified as bad, especially in general patients. This shows that the majority of general patient respondents have a picture of less satisfaction with aspects of the physical environment. Physical environment factors refer to the exterior and interior attributes that are used to create a service experience for patients.^[29] Similar research shows the gap between expectations and satisfaction with the highest value is in the dimensions of tangibles/physical environment, this means that the greater the gap, the poorer the quality of physical environment aspect.^[30]

The condition of the physical environment is one of the things that need more attention from health service providers because the physical environment is the first aspect seen and felt by patients before getting health services. Patient's assumption of the cleanliness of examination rooms and waiting rooms, tidy and comfortable, medical equipment is sufficiently complete, and the appearance of doctors and nurses is clean, all of them are positively related to the level of patient satisfaction. Satisfied patients tend to return to the hospital which makes the physical environment aspects of health services that are getting better will lead to a good level of patient satisfaction and optimal results for each patient health.^[31]

The satisfaction level of co-ass student patient is higher than the satisfaction level of general patient in this study. This is showed by the results of calculating the satisfaction score according to KKP-2017 where the sum of average score from each questionnaire items yields a score of 82.06 for general patients which is classified as "Moderate" satisfaction and score 83.56 for BPJS patient and score 87.19 for co-ass student patients which both are classified as "High" satisfaction. The high score of patient satisfaction is due to the services of administration staff and the good relationship between the co-ass student and the patient. Respondents were very satisfied with the explanations of dentists and co-ass students in providing information to patients related to treatment.^[32]

The majority of respondents have a level of satisfaction in the satisfied category, inseparable from the good service provided by the co-ass students without discriminating between patient status.^[33] Satisfaction is based on the performance process of health workers from the procedures, the friendly attitude of co-ass students shows good empathy and will give a remarkable meaning for the service. Most of the patients were quite satisfied with the services provided by co-ass students due to the reputation of the hospital which was considered by patients to be capable of handling & treating their dental and oral problems.^[34]

Patients with high levels of satisfaction tend to have better health condition thanks to these services. Patient satisfaction is a feeling of pleasure or disappointment that is generated by comparing the services provided by the hospital should be at least according to or exceeding patient expectations. If the service provided meets the expectations, patient will feel satisfied while dissatisfaction arises if the results of health services do not meet the patient's expectations. Good service quality is especially important in order to improve service quality and patient satisfaction. Therefore, every health service unit must provide the best and fair service for all patients.^[35]

V. CONCLUSION

Based on the results of analysis using the KKP-2017, it is found that patient satisfaction at Dental and Oral Hospital of Jember University is relatively good. The overall average of satisfaction scores based on the calculation is 84.25 which is included in the "High" satisfaction category according to KKP-2017. The management of Dental and Oral Hospital of Jember University as a service provider needs to evaluate aspects which are still lacking in order to improve the quality of health services. Further research is needed to compare between patient satisfaction at Dental and Oral Hospital of Jember University and patient satisfaction at other hospitals.

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